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### Hidden

There is a sunshine on every page in this edition, just like the one pictured here. Can you find all 16 of them?

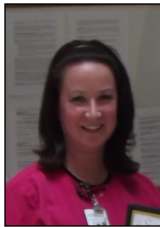


## From the Director

### EMPLOYEES OF THE QUARTER

Each quarter, the SWVMHI Recognition Committee selects up to five Employees of the Quarter after reviewing nominations from across the facility. This quarter, five deserving staff members were selected:

#### Ashley Untiedt, RNCA



Ashley serves as the Ward K dayshift nurse for the facility. When Ward K is not utilized, she works on the Geriatric Unit in any capacity needed. This includes charge nurse,

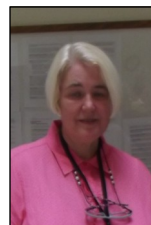
medication/ treatment nurse, and as the primary relief Team Nurse for the F Treatment Team. Ashley is very knowledgeable of each patient's care and treatment. She serves as the primary nurse for up to four patients with no deficiencies in required chart documentation. With any duty assigned, Ashley also provides direct patient care to the patients working closely with the psychiatric aides. Ashley's medical nursing skills are an asset due to the physical illnesses of most patients on the unit. Her psychiatric nursing skills enable her to appropriately provide therapeutic interventions to de-escalate patient behaviors. Ashley is a preceptor and provides mentoring to nursing students and newly hired staff on the unit. She directly supervises two Psychiatric Aides with timely completion of all requirements.

In addition to Ashley's fulltime RNCA duties, she serves as the Accountable Executive (AE) for the OneMind Electronic Health Record implementation

at SWVMHI. In this assignment, Ashley represents SWVMHI at OneMind meetings, conference calls, overnight trips to other facilities, and is assisting the state facilities in the implementation of the program. As the AE, Ashley is involved in decision making regarding the design of the OneMind product. As such, she communicates regularly with other disciplines in order to provide accurate responses. She is timely in all of her interactions with the Central Office requests for information and data. In order to complete all duties, Ashley multitasks, delegates, is accountable and completes all tasks with very minimal overtime. Typically, she time adjusts her weekly schedule to avoid overtime through communications to the head nurse, Unit Coordinator, and Staffing Nurse Coordinator, and timekeeper for appropriate time management. In addition, on her days off, she frequently responds to OneMind emails and participates in conference calls.

In addition to Ashley's clinical excellence and her commitment to the success of OneMind, during calendar year 2014, Ashley had no unscheduled leave. Ashley routinely demonstrates each of the facility values. Her work ethic and positive attitude are exceptional.

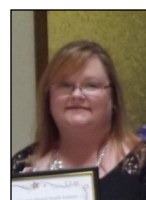
#### Louetta Carnell, LPN



Louetta goes beyond expectations with her duties. She will observe patients when coming out of change of shift report and throughout shift for signs of agitation and promptly offer PRN medication,

which may prevent a behavioral emergency. An incident happened on February 1, 2015, in which a female individual told staff she was not taking her HS medication, calling staff names, and cursing. This particular patient recently had medication changes and was taken off her normal medication due to abnormal labs. She was extremely manic at this point, telling staff to leave her alone. Louetta finished giving out HS medications to all the other patients and then went to talk with the individual, who ended up taking the medication as well as a PRN. Louetta seems to have a great rapport with this individual and she will take medications if encouraged by Louetta. Louetta can also convince several of the other individuals to accept medications using motivational interviewing skills. She provides coverage on the ward also at times and does an excellent job.

#### April Varney



In the last two plus years that April has worked in the HIM Department, she consistently proves her willingness to go above and beyond her job responsibilities. She takes the initiative to assess processes, and presents and implements solutions for process improvements. Recently, during the Patient Registration staffing shortage, April stepped up to the plate to help provide

*Continued on page 3*



## SWVMHI Values: Trust

### A Cornerstone of Human Relationships

One of the SWVMHI Values is Trust. Trust sometimes is confused with “belief.” However, with just a bit of thought, we can see how *trust* and *belief* are two different concepts. For example, I can believe in my six-year-old nephew, but I dare not trust him. At his age, he has not yet developed and demonstrated the capacities that would allow me to safely trust him in many instances. Yet, I can believe in him and hold out hope that he will continue to grow and develop into a fine, trustworthy human being.

Trust is deceptively simple. Trust refers to the *demonstrated* ability of a person to link consistently their words with their actions. To the extent a person demonstrates this ability, we can trust them.



Unlike belief, which can be given, trust must be earned. We should not freely trust, especially where there is evidence that a person is unable or unwilling to link consistently their words with their actions. Similarly, limited trust might be extended to a person who only links their words with their actions in limited circumstances. About that person we would say, “We trust them to a point.” Trust, therefore, is very slow to build and very quick to lose.

Trust is very important in human interactions. Trust results in increased

cooperation, increased efficiency, and increased effectiveness. This is true in our personal life as well as our work life. It takes little to imagine how different (and better) life would be if everyone consistently linked their words with their actions. Without trust, there is increased suspicion, increased wariness, and increased personal costs and financial costs related to human transactions.

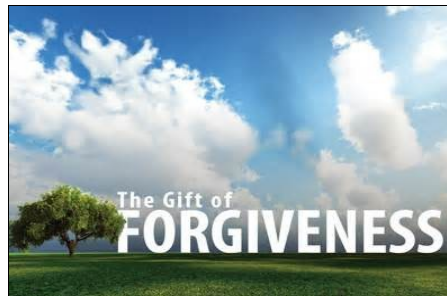
I like the following quote from the late Stephen Covey. It seems to sum up the importance of trust. *“Trust is the glue of life. It’s the most essential ingredient in effective communication. It’s the foundational principle that holds all relationships.”*

~ James Moon, Ph.D.  
Psychology Supervisor

## Chaplain’s Corner

I was looking at a website which featured monthly holidays and observances and was interested to discover that Forgiveness Day is June 26, 2015. This day is in competition with some others, however, since Global Forgiveness Day is July 7, International Forgiveness Day is August 2, and National Forgiveness Day is October 31. It seems that we have a lot of reminders about how important forgiveness can be for our lives.

We have all read articles about how great forgiveness is for our mental health, and spiritual well being, yet it is often perceived exclusively as something we must do for someone who has harmed us. While there are benefits to letting go of painful events of the past that were imposed by others, it is also beneficial to be able to let go of our former mistakes and embarrassing blunders in order to forgive ourselves. Self acceptance and self forgiveness go hand in hand as a means of embracing the best that is within us and valuing the gift that each of us truly are.



Rashani Rea, artist and social activist, has written a poem that captures the essence of self forgiveness and acceptance in the following verses from “Again and Again.”

*It is only by breaking open entirely,  
By allowing our heart and whole being  
to break open again and again,  
wider than we ever thought possible,  
that the unbreakable jewel is revealed:  
the belovedness of being itself,  
the radiant diamond that we have always  
been.*

*By loving, truly loving every aspect of who  
we are,  
an inexplicable laughter is born from the  
deepest sorrow,  
an exquisite song emerges from the most  
terrifying scream,  
the most tender child is awakened through  
the most hateful person,  
our purest holiness is revealed by our will-  
ingness to embrace  
the very thing that most frightens us  
and we find unexpectedly the treasure  
where we least expect it to be.  
Often in the most disavowed part of who  
we are.*

According to the calendar, we have ample opportunities to observe our own “Forgiveness Day.” It may be some of the best time we spend on ourselves this summer.

~ Timothy Graham, D. Min.  
Chaplain



## From the Director, continued

coverage. Her willingness to provide coverage allowed her teammate to participate in the interview process for our three vacant positions. In addition, she adjusted her schedule to accommodate shift vacancies and vacation time, working 12 hour shifts providing the department the needed coverage. On February 17, 2015, we had an inclement weather day in which none of the Patient Registrars could get into work. Once again, April stepped up to the plate; she did not hesitate and was more than willing to brave the hazardous weather and road conditions to come in to process the admissions that we had during uncovered patient registration shifts.

April has also taken it upon herself to decorate the department for each holiday. This has created positive morale and atmosphere for the department. Many co-workers have complemented the department on the ambiance of HIM, which is due to April's contributions and initiative.

### Wynotta Totten



During the past several months, and up to the time we were able to hire a replacement housekeeping supervisor, Wynotta was asked to act as a lead for the housekeeping and laundry department while the supervisor was not here, which was every other Friday, Monday, and every other Saturday, Sunday, or when she took off. She was very reluctant at first, but both Linda Havens and Nathan Shelton encouraged her and she finally agreed. During this time, she made any needed adjustments to the schedule each morning, making sure that every area was properly staffed, unlocking office doors so the housekeeper could do the scheduled cleaning, just to mention a few. If there was a shortage anywhere, she would often jump in and do it herself. All of these extra duties were done on top of her own job, at which she continued to do an excellent job. Wynotta worked with

staff as well as any seasoned supervisor and the staff responded well to her leadership. She was able to see that everything that needed to get done got done, all the time treating everyone with the respect they deserved. During the entire period, all I heard were positive comments. Even now, she will see an area that is short-staffed and will go ahead and fill in until we get here and adjust the schedule. She never complains. We cannot begin to thank Wynotta enough for all her help in leading our team. She came way out of her comfort zone with this being the first time she was asked to fill a leadership role, but as with every other task she has been assigned, she excelled as usual.

### Nathan Shelton



Anyone who knows Nathan or who has worked with him, recognizes that just about every day he can be considered an extraordinary employee. Every day he gets the job done, seemingly effortlessly. He is a working supervisor and very knowledgeable about the functioning of his departments and his staff. He is an excellent supervisor, addressing issues immediately, fairly, and appropriately. He always assists with any special projects for staff or patients. He communicates well with other managers and incorporates them into any planning of projects that impact other departments. Nathan and his supervisors organize special recognition events for staff and personally fund the recognition events. They also do quarterly recognition for the patient groups that work in the laundry. All of this is just routine for Nathan.

Several months ago, a meeting was organized to discuss plans for inclement weather, including alternate sleeping locations, snow removal, etc. At the conclusion of the meeting, it was determined that the B Building

would be a primary alternate sleep location and Nathan presented what needed to be done to make it functional. The next day, he had done everything necessary for the B Building to be an alternate sleep location. On February 15, a heating/cooling coil in the ceiling of the B Building broke, flooding the area. Nathan was called and immediately came to work and organized, directed, and participated in the clean-up of the area. His immediate response, his knowledge of the potential for long lasting effects, and his overall knowledge of how to handle a flood averted what could have been a significant loss.

On February 15 through 17, Nathan voluntarily took responsibility for the removal of snow from the sidewalks of the facility. He prioritized the areas to be cleaned, always focusing on staff safety and employee schedules. He was assisted by one of his housekeeping employees. When Nathan gave the employee a ride home, he stopped and bought the employee dinner.

These are just a few examples of Nathan's excellence. When there is work to be done, Nathan is going to be there with a wonderful attitude, a commitment to the facility and to the task at hand, and he's always going to bend over backwards to be fair to staff. This facility is so fortunate to have someone of Nathan's character, his work ethic, and his abilities working here.

Congratulations to each of our Employees of the Quarter!

~ Cynthia McClaskey, Ph.D.  
Director

Forgiveness is a gift

You give Yourself.

~ Tony Robbins





# OneMind Update and Coming Attractions



When you see the heading “OneMind,” do you skip over the item because you’ve heard it all before and nothing changes or happens? Well, **DON’T SKIP THIS!!!** To quote Bob Dylan “the times, they are a-changin’”!

All the beds at Western State Hospital are live on OneMind! Southern Virginia Mental Health went live on OneMind on May 5, 2015. SWVMHI is then next in line to be trained and go-live with OneMind. Our Go-Live is set for October 20!!

## What you can expect

On June 2 and 3, an advance OneMind team will be on-site to evaluate the facility’s **technological readiness** to go live. Any device or technical need will be handled at that time. Next comes **integrated testing**. From previous newsletters you may remember that integrated testing involves every discipline who uses OneMind, testing the system to ensure information flows from one department to another as it should.

**Access** will also need to be granted for all staff who will use OneMind. If you had a OneMind sign-on in the past, it is very likely you will need to update your information. When the time comes, you will need to complete a password request on-line and submit it to the “head person” of your discipline, i.e., all nursing staff will submit to Alicia Alvarado, Pharmacy staff will

submit to Jim Suhrbier, social workers to Debbie Boelte, etc. Then the forms are sent to Amanda Currin and she sends them for approval. Once approval is granted, we are notified of such, and you are ready to remember another password and log-in.

When you complete the application for a OneMind password, you will need to know your **alias**. If you don’t know it, you can easily find your alias: 1) Go to the screen as if you were going to send an e-mail, 2) type your name in the “to” box, 3) right click on your name, 4) left click on “outlook properties” and something resembling a note card with tabs will appear, 5) the page that appears (the general tab) has your alias. If you are interested and/or curious, you can open the other tabs. The Organization tab lists your manager and any direct reports you have. The Phone tab has your phone number. The Member Of tab lists all of the distribution groups of which you are a member.

You can use your alias to log in to your computer. You know when you log in you have to type your complete e-mail address as your name? And somehow it is easy to make a typing mistake doing that? Rather than typing your full e-mail address as your log-on, you may use your alias.

Approximately four weeks prior to our Go-Live date, training of staff will begin. Training will be on all shifts and in several locations throughout the facility. Some staff will be designated as “**Super Users**” and will receive extra training so that

they can be a resource for all employees in their discipline. During training, there will another group of people doing “**pre-pre-load**,” which involves entering active patient data into the OneMind system. And then, a few days prior to the Go-Live date, there is the **pre-load** when active patient orders are entered into the OneMind system.

While training is going on, there will be “**sandboxes**” set up – an opportunity to use the system and practice your newly learned skills. Elmer Fudd is a patient who was created so that staff can emulate a “day in the life of” and see how the whole process works and how the different parts fit together.

At Go-Live, and for a couple weeks after, there will be “**at the elbow support**” available 24 hours per day. This support is composed of Super-Users and OneMind specialists from Central Office who can fix anything and answer any question – or at least they know someone who can do so! There will be a Command Center established at SWVMHI so any issues can quickly be addressed and resolved. *It must be similar to having a baby – lots of preparation leading up to the event, then it happens and all the in-laws show up to help. Eventually you get tired of the in-laws and just want to do it all on your own.*

Stay tuned for more information in the coming weeks.

~ Amanda Currin,



## Terms you need to know

EHR	<b>E</b> lectronic <b>H</b> ealth <b>R</b> ecord
OneMind	The “name” of SWVMHI’s multi-application Electronic Health Record
Siemens	Multinational engineering company with divisions in Industry, Energy, Healthcare, Financial Services, etc. The original developer of Soarian Clinicals
Soarian	EHR developed by Siemens
Cerner	Recently purchased Siemens Healthcare
EDM	<b>E</b> nterprise <b>D</b> ate <b>M</b> anagement – mostly the purview of Health Information Management and Admission folks – it’s the demographic data and all of the background “stuff” that happens to make the chart complete
SPW	<b>S</b> ervice <b>P</b> rovider <b>W</b> orkspace – tasks that a role needs to accomplish based on orders written
OMDT	<b>O</b> ne <b>M</b> ind <b>D</b> ecision <b>T</b> eam – inter-disciplinary and inter-facility group that meets monthly and makes decisions (with input from those with a cat in the fight) regarding OneMind
AE	<b>A</b> ccountable <b>E</b> xecutive – person who volun-told to lead the OneMind project at a facility. SWVMHI’s AEs are Ashley Untiedt and Amanda Currin
Super User	Person who receives additional training on OneMind and who is a “go-to” person for questions, problems, etc.
MAK	The <b>M</b> edication <b>A</b> dministration system used with OneMind
Sandbox	Training environment where you can practice your OneMind skills
Elmer Fudd	A creation of WSH, Elmer is a patient and a multi-disciplinary team can treat Elmer and do a “day in the life of” scenario to practice OneMind skills and to learn how the assessments interact and flow
CPOE	<b>C</b> omputerized <b>P</b> hysician <b>O</b> rders <b>E</b> nter
BUG Tracker	A database that is used to track issues, a.k.a. tickets, that have been identified that need attention from someone or some group





## Staff Development

### Take advantage of the training Opportunities in June

**When:** June 2, 1515 - 1615

**Where:** Dogwood Training Room

**What:** Anthem - A Balanced Retirement Life

**When:** June 25, 1300 - 1430

**Where:** Dogwood Training Room

**What:** Dr. Michael Gillette—  
"Incapacitated Surrogate Decision Makers"

**When:** June 30, 1515 - 1615

**Where:** Dogwood Training Room

**What:** Anthem - A Balanced Retirement Life

### The Infection Control CAI is due during the month of June.

Please log into the Knowledge Center and take your CAI today. Questions should be directed to any member of the Training Department.

## Human Resources

### VSDP Has A New Third Party Administrator:



VRS has selected **Reed Group** as the new third-party administrator for the Virginia Sickness and Disability Program (VSDP). The transition from Unum to Reed Group was effective for VSDP on May 1, 2015. Benefit provisions will remain the same with no action required by current participants.

Short-term disability claims with a date of disability before the transition will remain with Unum. If the claim moves to long-term disability, it will transition to Reed Group. Short-term disability claims with a date of disability on or after the transition date (May 1, 2015) should be filed with Reed Group. Please contact the Human Resources office at 276-783-1204 for help with filing a claim with Reed Group.

VSDP provides income protection for eligible employees if you can't work because of a non-work-related or work-related disability.

~ Lee Osborne, PHR  
Human Resource Analyst I

## IT TIPS



### Did you know?

- ▶ You can log into the COV computer system with your alias instead of your email address? Check out the OneMind article on page 4 for tips on finding your alias.
- ▶ The "H" drive is backed-up and can be recovered in the event of a computer crash. It is highly recommended that you save important documents to your "H" drive rather than your "C" drive.

If you need help finding your alias, please contact [Eric Rhodes](#) in the Training Department.

## June Lunar Phases

### June 2

Full Moon, also called "Strawberry Moon" by Native Americans of New England and the Great Lakes because at this time of the year, the strawberry ripens.

### June 9

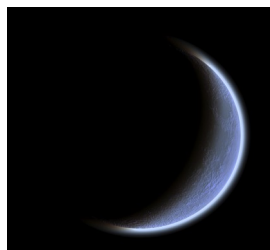
Last Quarter Moon

### June 16

New Moon

### June 24

First Quarter Moon



# Rehab Department News



Beautiful sunny days and cool nights are here. Gardening is going on and things are abloom everywhere one looks. Groups continue to be held outside when possible to allow the individuals we serve to enjoy the warm weather and the beauty of the grounds.

The New Day Café continues coffee sales for the individuals we serve during morning break period and it still continues to be very popular with them.

The special activity for May was a Derby Day and was held on May 21. Various games were offered and included "live" horse races with the horses being played by Rehab staff. Much fun was had by all as this is a favorite event for the individuals we serve as well as staff. A special snack of chocolate cake and drinks was served.

"Keys to Recovery," Mental Health Awareness Day 2015, was held on May 28 at the Higher Education Center in Abingdon, Virginia. Many of the individuals we serve and staff attended this event. Various activities were held, including a walk, guest speakers, and a wonderful lunch was served.

The Rehab Department hosted two plant sales during the Month of May. Staff went away with wonderful garden plants and flowers to display.

Work has officially begun on the outdoor garden. Look for produce to be available in the coming months.

Preparations continue in groups for items to be sold at this year's annual Arts and Crafts Festival at Hungry Mother Park. It will be held July 17 through July 19. The Department will have a tent at the park with our handcrafted items for sale. Please mark your calendars for this exciting weekend.

The R-CERC meeting was held May 20 at Hungry Mother State Park with staff and individuals we serve participating.

### Promotions:

Sara Crouse has been promoted to the position of Rehab Resource Coordinator Senior.

The New Day Café continues coffee sales for staff every morning. Please come by and try our coffee. Hours of service are posted at the Café.

~ Sheila Thomas,  
Rehab Specialist



*Sometimes a family needs an extra special touch that only people who really care can give. We extend our deepest sympathies to each of you who cared for an individual who resided on the Geriatric Unit during her time at your facility. The family praised you all greatly for the care you gave to her. No surprise to me what a great job you all do!*

Much♥

*Jennifer Greer,  
Bereavement Coordinator  
The Hospice of SW Virginia  
Team*

# Kronos Workforce Update



Now that we have working in Kronos Workforce Central for just over a year and gotten used to the new look, it should be even easier to keep track of those things we need to. Be sure to check your timecard for current leave balances by placing your cursor (the yellow bar) on today's date to see today's leave balances. **DISREGARD ANY MESSAGES YOU RECEIVE FROM PAYLINE PERTAINING TO LEAVE.** Payline leave balances are not accurate and therefore, should not be used when determining your current leave balances. Payline is still utilized to provide you with your W-2s and your paycheck information.

Please remember that it is YOUR responsibility to keep up with your own leave balances, so be sure to check your timecard periodically, or at least once each pay period or even once each week. Before you request time off, it is also a

good idea to check your leave balances so that you can request the appropriate leave type.

### Helpful Hints

You may have noticed that Kronos has gotten very .... Slow. This is due to the newest JAVA software recently added to all of our computers through an automatic update. If you have problems logging on, try clicking on the red "x" at the top right of your screen and immediately logging back in again (thanks, Colin Barrom, for this hint!). We are told that a newer version of JAVA is being tested but is not ready to be deployed to our computers, and that this newer version will fix the slowness and delays that we are all experiencing. Thank you for your patience while we wait for this update.

Another question we hear is, "why are there two lines of leave taken, one of which is in purple every time I take leave?" When your timekeeper enters your leave, they use a "pay code" to tell the system how much leave you wish to use. The system then puts its own entry in (in purple) to show that it took the leave out of the appropriate leave bucket. If you did not have enough of the requested leave, the system will automatically roll to the next available leave type, so you may have additional purple entries on your timecard.

If you see errors or you just don't understand what you are reading, be sure to contact your timekeeper or your supervisor.

~ Kronos Implementation Team



# Month of June Will Be One Second Longer This



If your birthday is June 30, our planet has a special gift for you this year. Thanks to Earth's rotation, your special day will last 24 hours and one second.

Come midnight Coordinated Universal Time June 30, the official time will read 23:59:60 rather than resetting to 00:00:00. The extra second, or "leap second," is needed to resynchronize our land-based clocks with Earth's rotation, which is slowing down ever so slightly each year. This is the 26th time we've added a second to the day since the practice began in 1972.

## The Sands of Time

Psychologically it feels like the days pass more quickly as we get older, but the opposite is actually true. Due to tidal forces between the Earth and the Moon, our planet's

rotation is slowing down, adding a whopping 1.4 milliseconds to our days every century. You probably didn't notice.

However, 1.4 milliseconds add up over time. During the time of the dinosaurs, the typical day on Earth was just 23 hours. In fact, the last true 24-hour rotation, exactly 86,400 seconds, occurred in 1820. Since then, the day has lengthened by 2.5 milliseconds, according to NASA. We have these precise measurements thanks to punctual NASA scientists who have been monitoring Earth's rotation using a technique called Very Long Baseline Interferometry (VLBI).

## A One-Second Headache

Adding an additional second to the day certainly won't ruin the day for the vast majority of people, unless you are an unprepared computer programmer.

The last leap second, in 2012, wreaked havoc on popular websites with clocks synced to standard civil time. Websites like Reddit, FourSquare, Yelp, and LinkedIn all reported problems with the change.

When the clock strikes midnight, the 59th second is repeated twice, or a 60th second appears, in order to sync time. However, this puts some computers into a panic because they register this as an error and their CPUs can overload. To avoid this Google added a millisecond of time to their servers with each update so they were caught up with the new time when the leap second occurred.

The U.S. wants to avoid all this trouble by eliminating the leap second altogether, but who are we to deny someone an extra moment of birthday bliss?

~ <http://blogs.discovermagazine.com/d-brief/2015/05/21/june-leap-second/>

## Clinician's Corner

### Changing the World, One Word at a Time

In the monthly Director's Orientation, new staff are introduced to the concept of person-first and person-centered language for individuals with intellectual/developmental disabilities and mental illness. Just as we no longer say, "The heart condition in Room 114," we no longer equate the diagnosis with the person. People with disabilities are people who have individual interests, strengths, needs, and abilities. Person first language respectfully puts the person before the disability. As noted by Arc, an organization devoted to community-based organization advocating for people with intellectual and developmental disabilities, "They are moms, dads, sons, daughters, sisters, brothers, friends, neighbors, coworkers, students, and teachers. About 54 million Americans -- one out of every five individuals -- have a disability. Their contributions enrich our communities and society as they live, work and share their lives." However, this is more than

about language: words create attitudes, influence public policy and the law, affect our feelings, and perpetuate stigma.

Apostrophe magazine's summer 2015 issue describes the efforts of one woman to eliminate the word retarded from state documents and laws. When Jill Ehrin Egle was a youth, she was diagnosed with mild mental retardation. She describes the pain of being called retarded or retard. "I was made fun of, laughed at and had no true friends, all because I had a low IQ and didn't grasp things as quickly as normal people do."

When she graduated high school, she wanted all the things that other teenagers do: she wanted a job, a laptop, and to hang out at Starbucks, to be cool and fit in. She struggled to find her niche, but her strengths were recognized and she became a powerful self-advocate and leader. Jill was instrumental in eliminating the "r word" from Virginia's and Louisiana's statutes and from federal statutes in 2010.

Jill reminds us, "As a society, we are becoming more sensitive and learning that hurtful words like retarded have no place in our vocabulary." The same principle is true in the behavioral health arena. We don't want to call or label people as if they were their diagnosis, nor do we want to use such hurtful words as psycho or nuts. Jill reminds us to never use these words -- even when joking. "If you use it, others will think it's OK and they will use it too." And, she notes, whenever you hear someone use the word, explain how hurtful it is.

For more information, please see [www.disabilityisnatural.org](http://www.disabilityisnatural.org), <http://www.thearc.org/who-we-are/media-center/people-first-language>

If you would like to read more about Jill, Ladonna Eisenbaum has written her biography, "Jill's Journey." [www.apostrophe-magazine.com](http://www.apostrophe-magazine.com) Apostrophe -- Focusing on PEOPLE -- not their disabilities, Summer, 2015

*Continued on Page 9*





# Communicating With and About People with Disabilities



About 50 million Americans report having a disability. Most Americans will experience a disability some time during the course of their lives. Disabilities can affect people in different ways, even when one person has the same type of disability as another person. Some disabilities may be hidden or not easy to see.

## People First Language

People first language is used to speak appropriately and respectfully about an individual with a disability. People first language emphasizes the person first not the disability. For example, when referring to a person with a disability, refer to the person first by using phrases such as: "a person who ...," "a person with ..." or "person who has..."

Here are suggestions on how to communicate with and about people with disabilities.



People First Language	Language to Avoid
Person with a disability	The disabled, handicapped
Person without a disability	Normal person, healthy person
Person with an intellectual, cognitive, developmental disability	Retarded, slow, simple, moronic, defective or retarded, afflicted, special person
Person with an emotional or behavioral disability, person with a mental health or a psychiatric disability	Insane, crazy, psycho, maniac, nuts
Person who is hard of hearing	Hearing impaired, suffers a hearing loss
Person who is deaf	Deaf and dumb, mute
Person who is blind/visually impaired	The blind
Person who has a communication disorder, is unable to speak, or uses a device to speak	Mute, dumb
Person who uses a wheelchair	Confined or restricted to a wheelchair, wheelchair bound
Person with a physical disability, physically disabled	Crippled, lame, deformed, invalid, spastic
Person with autism	Autistic
Person with epilepsy or seizure disorder	Epileptic
Person with multiple sclerosis	Afflicted by MS
Person with cerebral palsy	CP victim
Accessible parking or bathrooms	Handicapped parking or bathroom
Person of short stature	Midget
Person with a congenital disability	Birth defect
Person with Down syndrome	Mongoloid
Person who is successful, productive	Has overcome his/her disability, is courageous

For more information about disability and health, visit [www.cdc.gov/disabilities](http://www.cdc.gov/disabilities)

National Center on Birth Defects and Developmental Disabilities  
Office of the Director





# Welcome Aboard!

Please welcome the newest additions to the SWVMHI team!



Left to Right: Elizabeth Risler and Uriah Farris

**Elizabeth Risler**, RNCA, has accepted a Baylor position and will be working on Ward CD in admissions. She loves the mountains and is happy to live in the area after 17 years in Florida. Elizabeth grew up in Alaska and both of her parents and siblings were born in Scotland. She is married and lives with her husband in Bland County. Elizabeth has two adult stepchildren and three grandchildren whom she adores. Elizabeth graduated from West Anchorage High and in 2006 obtained her AS in Nursing from Excelsior College. She has worked in many facilities in many capacities including PCU, ICU, ER, telemetry, CCU, and Urgent Care.

**Uriah Farris** is SWVMHI's newest security officer. He will be working as a P-14. Uriah loves his family, farming, and being outdoors. He is married and lives in Marion, Virginia, with his wife who is expecting their first child soon. Uriah graduated from Marion Senior High School in 2008 and from the Southwest Virginia Law Enforcement Academy in 2014. He is a full time officer with the Marion Police Department. Previously Uriah worked in construction and then at Utility Trailer.



Left to Right: Tammie Kirby, Angela Hayden, Teresa Harris, Lorrina Reeves, David Jerrell

**Tammie Kirby** is a single mom to a young son, she loves to cook and clean, and in addition, she is an avid animal lover. Tammie and her son live in Chilhowie, Virginia. She graduated from Chilhowie High School. Tammie has worked in a variety of jobs includ-

ing AEP, A Taste of Home, Allison's Restaurant, and Shoney's. She will be working in Food Service as a P-14 Food Service Technician.

**Angela Hayden** has gone from full time to part time to full time at SWVMHI. She worked here for 10 years as a CNA, then received her LPN degree while working here, as did her husband Eugene Hayden (who is now retired). Angie and her husband have one adult son and two "doggie" sons. She graduated from Patrick Henry High School and currently lives in Saltville, Virginia. Besides SWVMHI, Angie previously worked at NHC. Angie is glad to again be a full time employee at SWVMHI. She will be working on third shift as a float.

**Teresa Harris** comes to SWVMHI from Valley Health Care in Chilhowie, Virginia. She enjoys scrapbooking and going to concerts. Teresa and her son live in Chilhowie. She graduated from Virginia Highlands Community College with an ADN in nursing. She will be working second shift on Ward C/D in a full time position.

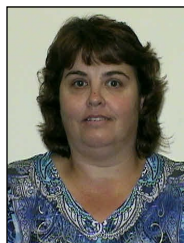
*Continued on page 13*

## Recovery Hero

**A Spotlight on Our Employees Using TOVA Skills and Assisting People with Their Recovery**

Several weeks ago, Ward F received a new admission on the evening shift. The individual was anxious and hyper-verbal. It was difficult for the individual to relax in this new environment. Lesa Holmes, a psychiatric aide on the ward, took the individual to a quiet area and spoke with her for 30-45 minutes, helping the individual to relax

by answering her questions and providing an atmosphere of acceptance and compassion.



Lesla is always noted to be willing to help her coworkers and is very attentive to the needs of the individuals that we serve. Lesa knew this individual would not be able to sleep until she felt more secure in this new environment.

Because she provided support and comfort to this individual and helped her to relax, Lesa Holmes is our Recovery Hero this month. She has been employed at SWVMHI since November 10, 2011, and we are glad that she is a part of our team. Please remember to congratulate Lesa when you see her.

~ Robin Poe, MSN, RN-BC  
Coordinator for Nursing Development



## PERSONNEL CHANGES\*

### New Employees

Dr. Jagdeep Wander, P14 MOD	May 8
Elizabeth Risler, RNCA	May 10
Uriah Farris, P14 Security Officer	May 11
Teresa Harris, RNCA	May 25
Lorrina Reeves, RN in Training	May 25
Tammie Kirby, P14 Food Service Tech	May 26
David Jerrell, P14 Security Officer	May 26

### Promotions/Role Changes

Matthew Surber, P14 to full time Food Service Tech	May 1
Michelle Sexton, P14 to full time Patient Registrar	May 10
Angela Hayden, P14 to full time LPN	May 25
Rachel Hayes, from Food Service Technician to Cook	May 25
Mary Ratliff, from RNCA to Head Nurse	May 25
Erin Powers, from Ward Clerk to RN in Training	May 25

### Service Retirements

Douglas Smith, Wellness Rehab Coordinator	May 24
Shelby Owens, Patient Registrar	May 24

## MONTHLY PATIENT CENSUS

April  
2015

Admissions 69  
Discharges 75  
Passes 16  
Average Daily  
Census  
154



On May 18, 2015, the Radiology Department at SWVMHI had our annual Radiation Safety Inspection. The Radiation Safety Inspection is required by the Virginia State Bureau of Radiological Health. Since our facility is accredited by The Joint Commission, the Inspector is required to survey our department by The Joint Commission standards. During the Inspection process, Dr. Lee Anthony examined Radiation Dosimetry Reports, staff qualifications, documentation of assisting patients for radiation exposures, and equipment inspection. I am pleased to announce that Dr. Anthony found no deficiencies within our Department. Dr. Anthony's report will be filed with the Virginia Department of Health, Office of Radiological Health, and our department will be licensed until June, 2016.

~Denise Downey, RT(R)(M)  
Radiology Supervisor

\* As of the time the newsletter was printed for distribution





# Special Gym/Game Room Activities

Consumer Empowerment  
Recovery Council (CERC)

June 25, 2015  
1515 - 1545



Birthday Party

June 23, 2015  
1800 - 2000  
No Café



Patient Activity Council  
(PAC)

June 25, 2015  
1545 - 1615

Splish-Splash

June 25, 2015  
1330 - 1500

Church Services  
held each Thursday  
from 1830 - 1930  
No Café

Movie Nights

June 1, 2, 8, 9, 15, and  
16, 2015



Please note that game room activities, in addition to those listed here, are held every weeknight, except Thursday, from 1830 - 2000. New Day Café hours are from 1800 - 1830 unless otherwise noted.



"How do you like to go up in a swing,  
Up in the air so blue?  
Oh, I do think it the pleasantest thing  
Ever a child can do!  
Up in the air and over the wall,  
Till I can see so wide,  
River and trees and cattle and all  
Over the countryside.  
Till I look down on the garden green,  
Down on the roof so brown--  
Up in the air I go flying again,  
Up in the air and down!"

- Robert Louis Stevenson, *The Swing*

## June Days to Celebrate

"Off the cuff" June holidays to celebrate:

June 1

Say Something Nice Day

June 6

Donut Day

June 12

Superman Day

June 17

Eat Your Vegetables Day



June 19

National Flip Flop Day

June 21

World Music Day

June 23

Pink Flamingo Day

June 24

International Fairy Day

June 27

Great American Backyard Campout Day



IT'S  
DONUT  
DAY!





# History of Flag Day



The Fourth of July was traditionally celebrated as America's birthday, but the idea of an annual day specifically celebrating the Flag is believed to have first originated in 1885. B.J. Cigrand, a schoolteacher, arranged for the pupils in the Fredonia, Wisconsin Public School, District 6, to observe June 14 (the 108th anniversary of the official adoption of The Stars and Stripes) as 'Flag Birthday'. In numerous magazines and newspaper articles and public addresses over the following years, Cigrand continued to enthusiastically advocate the observance of June 14 as 'Flag Birthday.' or 'Flag Day.'

On June 14, 1889, George Balch, a kindergarten teacher in New York City, planned appropriate ceremonies for the children of his school, and his idea of observing Flag Day was later adopted by the State Board of Education of New York. On June 14, 1891, the Betsy Ross House in Philadelphia held a Flag Day celebration, and on June 14 of the following year, the New York Society of the Sons of the Revolution, celebrated Flag Day. Following the suggestion of Colonel J. Granville Leach (at the time historian of the Pennsylvania Society of the Sons of the Revolution), the Pennsylvania Society of Colonial Dames of America on April 25, 1893, adopted a resolution requesting the mayor of Philadelphia and all others in authority and all private citizens to display the Flag on June 14th. Leach went on to recommend that thereafter the day be known as 'Flag Day,' and on that day, school children be assembled for appropriate exercises, with each child being given a small Flag.

Two weeks later on May 8, the Board of Managers of the Pennsylvania Society of Sons of the Revolution unanimously endorsed the action of the Pennsylvania Society of Colonial Dames. As a result of the resolution, Dr. Edward Brooks, then Superintendent of Public Schools of Philadelphia, directed that Flag Day exercises be held on June 14, 1893, in Independence Square. School children were assembled, each carrying a small Flag, and patriotic songs were sung and addresses delivered. In 1894, the governor of New York directed that on June 14 the Flag be displayed on all public buildings. With B.J. Cigrand and Leroy Van Horn as the moving spirits, the Illinois organization, known as the American Flag Day Association, was organized for the purpose of promoting the holding of Flag Day exercises. On June 14, 1894, under the auspices of this

association, the first general public school children's celebration of Flag Day in Chicago was held in Douglas, Garfield, Humboldt, Lincoln, and Washington Parks, with more than 300,000 children participating. Adults, too, participated in patriotic programs. Franklin K. Lane, Secretary of the Interior, delivered a 1914 Flag Day address in which he repeated words he said the flag had spoken to him that morning: "I am what you make me; nothing more. I swing before your eyes as a bright gleam of color, a symbol of yourself."

Inspired by these three decades of state and local celebrations, Flag Day - the anniversary of the Flag Resolution of 1777 - was officially established by the Proclamation of President Woodrow Wilson on May 30, 1916. While Flag Day was celebrated in various communities for years after Wilson's proclamation, it was not until August 3, 1949, that President Truman signed an Act of Congress designating June 14 of each year as National Flag Day.

~ <http://www.usflag.org/history/flagday.html>

~ <http://www.usflag.org/history/flagday.html>

~ <http://www.usflag.org/history/flagday.html>

## Welcome Aboard, continued

**Lori Reeves** is a brand new RN graduate. She just received her ADN from Wytheville Community College. Lori did her nursing school mental health rotation at our facility. She and her husband have a 21 year old son who will soon be married. She also has two dogs, a miniature dachshund and a pit bull. Lori and her family live in Marion, Virginia. She previously worked at Merillat for 13 years; nursing is her second career. Lori will be working on Ward A/B second shift. She is very excited to be starting her full time nursing career at SWVMHI.

**David Jerrell** is SWVMHI's newest security officer. He will be working as

a P-14. David lives in Chilhowie, Virginia, with his wife and young son. He graduated from Lee High School and Mountain Empire Community College. David is a full time corrections officer at Marion Correctional Treatment Center. Previously David worked at Sussex State Prison.

Please give our newest employees a warm welcome to the SWVMHI family.

~ Training Department

Welcome Aboard

## Fun Fact

When you fire up the BBQ grill this summer, you can thank Henry Ford, who, in addition to being the founding father of the automobile, developed the charcoal briquette under the brand name "Kingsford."





## Bed in Summer

By Robert Louis Stevenson

In winter I get up at night  
And dress by yellow candle-light.  
In summer, quite the other way,  
I have to go to bed by day.

I have to go to bed and see  
The birds still hopping on the tree,  
Or hear the grown-up people's feet  
Still going past me in the street.

And does it not seem hard to you,  
When all the sky is clear and blue,  
And I should like so much to play,  
To have to go to bed by day?



## First Aid Tips: Poisons



Socrates died by drinking hemlock, a poison. Socrates is considered the father of Western philosophy and basically, ethics. The Socratic Method is the idea of

continuing to ask questions about the situation until the answers boil down to just one, which must be the correct one as all others don't fit all criteria.

This article isn't about Socrates or the Socratic Method, but about poisons. Except for Socrates, I don't know of anyone who drank hemlock. However, one has only to read or hear the news to know that people have been/are/will be exposed to poisons either internally or externally either voluntarily or unwittingly.

According to Webster's New Collegiate Dictionary, a poison is "a substance that through its chemical action usually kills, injures, or impairs an organism."

Many products are poisonous, i.e., Clorox that gets on the skin or in the eyes or is ingested. Other products may be poisonous due to the quantity taken, such as too much Tylenol will "poison" the liver.

General guidelines for safety in working with/using products are to be aware of any safety precautions or guidelines, whether at home or at work. Always use only labeled products and use them in the proscribed, appropriate, correct manner.

If you or someone you know has been poisoned, call the American Association of Poison Control Centers (Poison Control) at **1-800-222-1222**.

Immediate steps are to check for scene safety. If the scene is not safe, for instance, a poisonous cloud, do not enter or go near the site. Also, do not go near the site if there is more than one victim. Call for emergency assistance. Next, check for known, nearby poisons, looking for leaking or damaged containers. If you must approach the site, wear protective equipment/clothing.

If a poison gets on you or someone else, wash it off with lots of running water, draining the water away from non-contaminated areas. Remove any contaminated clothing. Help the victim to a shower or eyewash station and rinse for at least 20 minutes. If the poison is dry or can be brushed off, brush it off using your gloved hand and some type of cloth.

Try to obtain the name of the poison, and check the SDS sheet, if there is one, for safety information.

If the victim has ingested/inhaled a poison and you must perform CPR, you must use a mask, especially if the poison is on the lips or in the mouth.

When talking to the Poison Center or more advanced responders, you should have the following information:

- ▶ Name of poison or description
- ▶ Was it inhaled, ingested, on the skin
- ▶ How much, or an estimate
- ▶ How old is the victim and how much do they weigh
- ▶ Any concurrent medical problems
- ▶ What problem(s) is the victim currently having

Be careful and clearly mark all poisons as such, and have the Poison Control number handy, such as in your contact list of your phone. Work with awareness!

Adopted from AHA Heartsaver First Aid Student workshop

~ Rebecca Sparger, RN, BSN



# Word Search



Just for fun, how many of the following words can you find related to Father's Day ?

Q	S	W	E	R	T	Y	U	I	O	P	A	S	C	D	F	P	G
H	U	S	J	K	F	A	T	H	E	R	H	O	O	D	L	R	Z
X	N	C	E	V	B	N	M	E	P	O	I	U	M	Y	T	O	R
I	D	E	W	R	Q	L	T	K	J	H	G	F	P	D	S	C	A
N	A	M	N	B	G	A	V	C	Y	A	D	I	L	O	H	L	C
F	Y	X	C	Z	R	N	A	S	D	F	G	H	E	J	K	A	L
L	P	O	L	B	I	U	O	Y	E	T	R	E	M	W	Q	I	S
U	Z	X	E	C	V	B	N	C	F	P	M	E	E	L	K	M	E
E	J	L	R	H	L	G	N	F	A	E	G	D	N	S	A	A	T
N	E	Q	G	W	E	A	R	T	T	R	N	Y	T	U	U	T	A
C	I	O	Y	P	V	A	W	S	H	M	I	J	K	L	J	I	T
E	M	N	M	R	B	V	C	X	E	A	R	N	Z	P	O	O	S
I	U	Y	E	T	R	E	W	Q	R	N	O	A	O	S	D	N	D
F	G	S	N	H	J	K	L	M	S	E	N	N	B	I	V	C	E
X	B	Z	A	S	D	F	G	S	D	N	O	B	H	P	T	O	T
O	F	F	I	C	I	A	L	U	A	T	H	Y	T	R	E	A	I
W	Q	A	S	D	F	J	U	L	Y	G	H	J	K	L	M	N	N
B	V	C	X	S	T	N	E	D	I	S	E	R	P	Z	A	D	U

**DID YOU KNOW?** The names of all the continents end with the letter they start with.

Father's Day is a celebration honoring fathers and celebrating fatherhood, paternal bonds, and the influence of fathers in society. Father's Day was started in the United States in the early twentieth century to complement Mother's Day. The first observance of Father's Day was held on July 5, 1908, in Fairmont, West Virginia. However, it was not well promoted and was overshadowed by events surrounding Independence Day. Another attempt to celebrate Father's Day was held on June 19, 1910, and local clergymen in Spokane, Washington, and presented sermons honoring fathers throughout the city. Presidents Woodrow Wilson and Calvin Coolidge both recommended the day be observed by the nation, but Congress resisted, fearing that it would become commercialized. It was not until 1966, that Father's Day became an official celebration when President Lyndon B. Johnson issued the first presidential proclamation honoring fathers and designating the third Sunday in June as Father's Day. Father's Day was made a permanent national holiday when President Richard Nixon signed it into law in 1972.



**Southwestern Virginia  
Mental Health Institute**

**Address:** 340 Bagley Circle  
Marion, Virginia 24354  
**Phone:** 276-783-1200  
**Fax:** 276-783-9712



**Comments, Suggestions or Ideas?**  
**SHARE THEM!**  
Please send any comments, suggestions, or ideas you have regarding the newsletter to the Office of the Director.



**This Month's Word Search Answer Key**

S									C		P
U	S		F	A	T	H	E	R	H	O	O
N		E					E				M
I	D		R		T						P
N	A			G	A			Y	A	D	I
F	Y	C		R	N						E
L		L	B			O	E				M
U		E					C	F	P		E
E		L	R		L	N		A	E	G	N
N	E		G		A			T	R	N	T
C		Y		V		W		H	M	I	
E		M	R					E	A	R	N
		E						R	N	O	
		S	N					S	E	N	
B							S	D	N	O	B
O	F	F	I	C	I	A	L	A	T	H	
					J	U	L	Y			
			S	T	N	E	D	I	S	E	R
											P
											U

**Please submit articles for the next newsletter to Cheryl Veselik by June 22, 2015.**

**The next newsletter will be published July 1, 2015.**